

Part C State Annual Performance Report (APR) for FFY 2009**Overview of the Annual Performance Report Development:**

See Overview description in Indicator 1.

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 4: Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.

(20 USC 1416(a)(3)(A) and 1442)

Measurement:

- A. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family know their rights) divided by the (# of respondent families participating in Part C)] times 100.
- B. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs) divided by the (# of respondent families participating in Part C)] times 100.
- C. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family help their children develop and learn) divided by the (# of respondent families participating in Part C)] times 100.

Target Data and Actual Target Data for FFY 2009:

Target Data and Actual Data	FFY 2009 Target	FFY 2009	
		# Surveys/Total Surveys	Actual
A. Know their rights.	91.5%	537/565	95%
B. Effectively communicate their children's needs.	91.5%	513/546	94%
C. Help their children develop and learn.	91.5%	543/566	96%

DES/AzEIP used the NCSEAM 6-point rating scale. The percentage reported for each of the sub-indicators equals the percent of families who rated a “4” or higher.

DES/AzEIP received a total of 578 surveys for all questions; however, not all families rated all questions. This represents a 21 percent increase from the 476 surveys received in FFY 2008. The numbers of surveys received by question used in this indicator are: 565 responses for sub-indicator A; 564 responses for sub-indicator B; and 566 responses for sub-indicator C. By question, the change is: +103 for A, +97 for B and +105 for C.

Representativeness:

Ethnicity	618 Data (2009)	AZ Survey Data	+/-
American Indian	6%	6%	----
Asian or Pacific Islander	2%	1%	-1
Black or African American	5%	3%	-2
Hispanic or Latino	37%	34%	-3
White	50%	56%	+6
Age		Age @ time of survey	
0-1	10%	5%	-5
1-2	32%	30%	-2
2-3	58%	65%	+7

The State’s family survey data for ethnicity is generally representative of the ethnicity of the children served in the program per the State’s 618 data. Given the State’s policy that surveys are handed out after a child and family have been in the program for a year (at the annual IFSP) and at transition, the percentage of surveys received for children birth to one is low and the percentage of children 2-3 years old at the time of the survey is high. Fifteen percent (88/578) of the surveys received for this indicator were in Spanish.

As to geographic representation, DES/AzEIP received surveys from families in all 15 counties in Arizona.

Data from Integrated Monitoring Activities:

In its onsite monitoring of the remaining programs in Cycle 1, DES/AzEIP reviewed (i) Indicator 4 program data and (ii) the dissemination of surveys. All program data were at or above the State’s target for this indicator. As for ensuring dissemination of the surveys at the appropriate time, two programs were identified as needing improvement: one program was at 43 percent (3/7 files reviewed) and another was at 78 percent (14/18 files reviewed). This item was included in one program’s Program Improvement Plan and was improved within the year. The other program improved the low performance prior to the program improvement plan being finalized, and this item was not included in the plan.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:

The State met its targets for FFY 2009. The data compared to FFY 2008 were mixed in that there was progress for families knowing their rights, slippage for families being able to effectively communicate their children’s needs; and no change in helping families help their children develop and learn.

The possible increase and consistency in the two areas could be attributed to DES/AzEIP’s improvement activities of revising the IFSP and targeting technical assistance to programs by the AzEIP Technical Assistance and Monitoring Specialists. In addition, the following technical assistance/training was offered:

- AzEIP maintained statewide implementation of its Policies and Professionalism training (which includes the family survey requirements) as part of the required Standards of Practice required of all AzEIP personnel. Ten trainings were conducted during FFY 2009.
- DES/AzEIP, through its Arizona Staff Development and Training Project, prepared presentations on YouTube covering service coordination, functional outcomes, and the team-based model, which support improved family outcomes.
- DES/AzEIP awarded nine new contracts covering nine counties during FFY 2009. Specific technical assistance and training was provided to these programs and their local partners within the DES/Division of Developmental Disabilities (DDD) and the Arizona State Schools for the Deaf and the Blind (ASDB), as well as, regular follow-up on contract requirements.

All of the above activities support team members to understand their role and responsibilities in early intervention and to better support families and other caregivers to enhance their child's development.

Improvement Activities	Timelines	Status
Provide opportunities for discussion of family outcomes/surveys during targeted regional meetings with programs.	July 2008 - 2010	Ten Policies and Professionalism trainings were held throughout the state. Meetings (both telephonic and in-person) were held with Team-Based Model contractors at least quarterly to review family survey data and/or discussion of service coordination requirements. Focused TA and training were provided in responses to identified areas of need from AzEIP's integrated monitoring activities.
Ongoing review of distribution of family surveys during monitoring activities and follow-up on correction of identified non-compliance.	March 2007 and ongoing	Completed for the remaining programs in Cycle 1 onsite monitoring.
DES/AzEIP is developing a data-handling plan, which includes a regular review (at least bi-annually) of the family survey data. Through this review, DES/AzEIP will provide focused technical assistance.	October 2007 and ongoing	DES/AzEIP communicated with representatives from DAC and NECTAC for TA on its data handling plan. DAC will return in May 2011 to help evaluate implementation of integrated monitoring, and data routines and validations processes.
During annual review of forms, revise IFSP Transition pages to include reminder for family survey dissemination at exit.	July 2009	Completed December 2009.
DES/AzEIP to review policies and procedures and circulate for public comment proposed changes to expand description of purpose and process for child and family outcomes to support family engagement.	July 2009 – July 2010	Policies were issued for public comment in spring 2009 and subsequently approved by OSEP. Chapter 2, General Supervision describes the indicators in the context of the SPP and APR. Chapter 4, Early Intervention

Improvement Activities	Timelines	Status
		Services, discusses the purpose and process for family surveys in the context of the how and when early intervention supports the child and family.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010

Improvement Activity	Timeline	Resources
Provide opportunities for discussion of family outcomes/surveys during targeted regional meetings with programs.	<p>Revise Timeline: July 2008 – 2010</p> <p>To: July 2008 and ongoing</p> <p>Justification: To align with SPP extension.</p>	CQI Coordinators, CSPD Coordinator and TAMS
<p>Revise: Ongoing review of distribution of family surveys during monitoring activities and follow-up on correction of identified non-compliance.</p> <p>To: Ongoing review of program data and distribution of family surveys during monitoring activities and follow-up on correction of identified non-compliance.</p> <p>Justification: Revised activity to align language used for results indicators.</p>	March 2007 and ongoing	CQI Coordinators